

Oneida County Job Description

Job Title: Support Services Lead
Class Title: Supervisor
Department: Sheriff
Reports To: Office Administrator
FLSA Status: Nonexempt
Prepared By: Sheriff Grady Hartman
Prepared Date: February 1, 2016
Approved By: Lisa J. Charbarneau
Approved Date:

SUMMARY:

The purpose of this position is to perform and supervise the Support Services operations for the Oneida County Sheriff's Office. This is responsible, supervisory work engaged in performing clerical duties in the Support Services Division. This position is performed in accordance with established and evolving policies and procedures, employee handbooks, and standard operating procedures, but displays independent action so that only unusual situations are referred to the Office Administrator. Position requires a considerable need for judgment skills and a high degree of accuracy. Performs a variety of bookkeeping, record keeping and clerical tasks related to keeping confidential accounts and records within the Sheriff's Office.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

On a daily basis, provide direct supervision to staff assigned to the Support Services Division including but not limited to, determining work procedures, approving time off and work schedules, overtime, and work assignments.

Perform supervisory employee performance evaluations for assigned personnel.

Assist the Office Administrator with analyzing the needs of the Support Services Division, identification of problems, and recommendation of solution/correction action.

Make recommendations regarding selections, promotions, and discipline of supervised personnel. Participate in the interview process in hiring new clerical staff.

Assist the Office Administrator with assessing the needs of the Division and developing training programs. Perform duties as a Field Training Officer (FTO) by training new employees in the Support Services Division. Identify, develop, and prepare a training plan and training schedule for approval of the Office Administrator.

Provide leadership and guidance as the initial contact for open records request questions by utilizing knowledge and researching Wisconsin State Statutes. Act as the liaison between the Sheriff's Office, District Attorney, and Corporation Counsel when required.

Organize and enter statistical crime information into the Records Management System (RMS). Compile and prepare reports and analysis based on the data entered into the software. Scan and attach appropriate documentation. Direct technical questions regarding data submissions and/or functionality to the RMS Support Specialist.

Responsible for ensuring NORDEG cases are entered into the RMS system, NORDEG transcription, and running criminal histories for NORDEG investigations. Organize statistical data on NORDEG as requested for inclusion in various reports. Enter cases and tips into the ACISS program as requested by the NORDEG supervisor.

Monitors information uploaded into the WIJIS Gateway to insure that data is displaying properly. Consults with the Department of Justice and Oneida County ITS to address issues or concerns regarding the WIJIS Gateway. Provides training to Sheriff's Office personnel regarding use of the system. Works with clerical personnel regarding data entry and compliance with WIJIS policies.

Serve as liaison between the Sheriff's Office, the District Attorney's Office, Department of Social Services, Clerk of Circuit Courts, and other Law Enforcement or Governmental Agency as directed.

Using proper format, types and processes technically accurate letters, memoranda and reports; formulates, composes and/or edits correspondence and reports; receives and processes all records related correspondence including routing to appropriate persons and/or initiating appropriate response.

Maintains meeting calendars as directed.

Respond to telephone and in-person inquiries about the department and its services; maintains department case confidentiality, forward calls and directs persons to appropriate personnel or agency. This includes receptionist duties as directed.

Types, from dictated materials, memoranda on field investigations, interviews, phone conversations, court appearances and John Doe proceedings, handwritten rough drafts and other materials; drafts routine correspondence and reports including reports prepared from Crime Laboratory Reports for entry into department files.

Compile and assemble case materials in proper order for use in prosecutorial review, coordinating the flow of documents to appropriate person(s).

Receive and record in an accurate and complete manner messages from informants, defendants, and other criminal justice personnel in the absence of the detective and insures proper notification and/or distribution.

Assemble training materials for presentations for local and outside agencies; arrange for timely duplication and dissemination of materials.

Maintains inventory of office supplies and equipment, prepares and presents requests to purchase same.

Compile billing information for processing and maintain a log of records that are disseminated without fees.

Performs a variety of records and criminal history checks, within the guidelines established in the open records law, for Oneida County and Township governmental agencies, private business, Armed Services, Post Office, etc. Prepares required information on forms, signs and mails form as directed.

Assign or perform back-up duties to other positions in the Support Services Division.

Any other duty as assigned.

SUPERVISORY RESPONSIBILITY:

Perform first level supervision, training, development, and evaluation of the Support Services Division personnel and oversee all personnel assigned to the related programs and services.

Evaluate tasks, determine work procedures, initiate and develop lesson plans, and train new employees in departmental operations, procedures, rules, regulations and computer operations.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability and willingness to exercise sound leadership skills.

Ability and willingness to assume responsibility.

Ability and willingness to supervise others.

Ability to organize and prioritize work and exercise initiative.

Must be able to exercise and demonstrate professionalism, good judgment, integrity, discretion, dependability, enthusiasm and initiative.

Ability to establish and maintain effective working relationships with Sheriff's Office personnel, other law enforcement and government agencies and the public.

Knowledge of computer hardware, software, and accessories, including but not limited to word processing software, spreadsheets, the internet and the AS400.

Ability to maintain accurate, complete records and prepare clear and detailed reports.

Ability to type 50wpm and accurately operate a 10 key calculator.

Ability to maintain confidentiality and testify in required hearings.

EDUCATION and/or EXPERIENCE:

High School degree.

Two years of post High School education.

Two years work experience in an office as a typist, secretary, or related area.

REASONING ABILITY:

Ability to evaluate situations and make good decisions based on practices, rules, procedures, and state and federal laws.

Maintain the highest level of confidentiality regarding personnel functions.

LANGUAGE SKILLS:

Good oral and written communication skills.

MATHEMATICAL SKILLS:

Knowledge of bookkeeping, record keeping, accounts receivable, and accounts payable.

CERTIFICATES, LICENSES, REGISTRATIONS:

Maintain required certifications for CIB/TIME system.

Valid Wisconsin Drivers License with no operating privilege restrictions.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.